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Checklists

This section contains checklists for 15 career soft skills. The set of sub-skills required to master each soft skill is included on the checklists.

For career soft skill mastery, all sub-skills must be demonstrated in the workplace. Checklists are designed to be a diagnostic tool for improvement.

Employers may complete checklists to communicate soft skill mastery to their employees. Employees may use the checklists to show current status or progress from their point of view.

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Acceptance of Others

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Accepts ideas of co-workers ☐ Yes ☐ No
- Listens to others ☐ Yes ☐ No
- Understands that there is more than one solution to a problem ☐ Yes ☐ No
- Speaks respectfully to others ☐ Yes ☐ No
- Works out problems with coworkers ☐ Yes ☐ No
- Does not gossip ☐ Yes ☐ No

Career SoftSkill Essentials

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Accountability

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Completes all work in an accurate, legible, and organized manner ☐ Yes ☐ No
- Admits when a mistake is made as soon as possible ☐ Yes ☐ No
- Corrects mistakes ☐ Yes ☐ No
- Accepts suggestions from supervisor to improve work and work habits ☐ Yes ☐ No
- Solves problems or seeks help to resolve problems ☐ Yes ☐ No
- Asks for more information when needed ☐ Yes ☐ No
- Evaluates the quality of completed work ☐ Yes ☐ No

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Anger Management

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Understands what causes anger in self and others ☐ Yes ☐ No
- Knows how inward thoughts affect outward behavior ☐ Yes ☐ No
- Controls the display of anger in public ☐ Yes ☐ No
- Waits until emotions are under control to address a problem/situation ☐ Yes ☐ No
- Keeps voice even and calm when upset ☐ Yes ☐ No



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Appearance

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Wears neat, clean clothes that are appropriate to the workplace ☐ Yes ☐ No
- Selects basic jewelry for the work setting ☐ Yes ☐ No
- Practices personal cleanliness ☐ Yes ☐ No
- Grooms hair daily ☐ Yes ☐ No
- Knows which hair and nail colors are job appropriate ☐ Yes ☐ No
- Covers tattoos and body piercing ☐ Yes ☐ No

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Attendance/Leave

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Arrives to workstation and appointments on time or early ☐ Yes ☐ No
- Stays on duty until the workday/shift has ended (or released) ☐ Yes ☐ No
- Returns from lunch/breaks on time or early ☐ Yes ☐ No
- Takes sick leave only when truly ill ☐ Yes ☐ No
- Requests leave in accordance with company policy ☐ Yes ☐ No

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Company Policy

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Reads and understands the company manual/
handbook ☐ Yes ☐ No
- Asks questions when policies are not clear ☐ Yes ☐ No
- Follows company policies ☐ Yes ☐ No
- Follows accepted business traditions/
cultures. ☐ Yes ☐ No



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Customer Service

To use this skill in the workplace, all elements of this skill must be mastered.
 A check indicates knowledge of this skill.

- Greets customers pleasantly with a smile ☐ Yes ☐ No
- Shows respect to the customer ☐ Yes ☐ No
- Knows and can explain company policies to customers ☐ Yes ☐ No
- Helps the customer ☐ Yes ☐ No
- Speaks to customers in a courteous and clear manner ☐ Yes ☐ No
- Responds promptly to customer inquiries ☐ Yes ☐ No
- Gives customers full attention ☐ Yes ☐ No



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Dependability

To use this skill in the workplace, all elements of this skill must be mastered. A check indicates knowledge of this skill.

- Keeps a commitment for work tasks ☐ Yes ☐ No
- Informs supervisor in advance if a major problem occurs ☐ Yes ☐ No
- Does accurate work ☐ Yes ☐ No
- Completes tasks on or before the due date ☐ Yes ☐ No
- Gets enough sleep and rest to report to work on time ☐ Yes ☐ No
- Has arrangements for alternative transportation and/or child care ☐ Yes ☐ No



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Flexibility

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Accepts changes in job duties ☐ Yes ☐ No
- Changes tasks to meet immediate need ☐ Yes ☐ No
- Adjusts time based on new priorities ☐ Yes ☐ No
- Accepts change in work procedures without complaint. ☐ Yes ☐ No

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Follow Directions

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Follows written and verbal directives ☐ Yes ☐ No
- Can follow a sequence ☐ Yes ☐ No
- Pays attention to details of directives ☐ Yes ☐ No
- Asks questions when unsure of how to proceed ☐ Yes ☐ No

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Honesty

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Gives customers accurate information ☐ Yes ☐ No
- Does not take company supplies, materials, or equipment home for personal use ☐ Yes ☐ No
- Takes leave only for allowable reasons ☐ Yes ☐ No
- Uses company time appropriately ☐ Yes ☐ No
- Claims only time worked on time sheet ☐ Yes ☐ No
- Tells the truth ☐ Yes ☐ No

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Personal Business

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Limits personal phone calls ☐ Yes ☐ No
- Discourages or limits personal visits ☐ Yes ☐ No
- Limits personal conversations during work hours ☐ Yes ☐ No
- Uses the computer at work for work-related tasks ☐ Yes ☐ No
- Leaves personal problems at home ☐ Yes ☐ No

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Self-Improvement

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Is aware of strengths and weaknesses to determine learning needs ☐ Yes ☐ No
- Seeks learning opportunities to learn new skills ☐ Yes ☐ No
- Participates in training opportunities willingly ☐ Yes ☐ No
- Challenges self to do better ☐ Yes ☐ No

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Team Player

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Seeks information and help from coworkers to achieve work task ☐ Yes ☐ No
- Takes direction from leader and/or supervisor ☐ Yes ☐ No
- Is sensitive to needs of others ☐ Yes ☐ No
- Is courteous to coworkers ☐ Yes ☐ No
- Helps others when asked ☐ Yes ☐ No
- Is willing to share leadership tasks ☐ Yes ☐ No

Career SoftSkill Essentials

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Time Management

To use this skill in the workplace, all elements of this skill must be mastered.
A check indicates knowledge of this skill.

- Prioritizes multiple tasks ☐ Yes ☐ No
- Understands sequence ☐ Yes ☐ No
- Schedules adequate time to complete tasks ☐ Yes ☐ No
- Completes tasks within the allotted time ☐ Yes ☐ No
- Adjusts schedule to meet changing priorities ☐ Yes ☐ No
- Seeks an alternative if it appears that work will not be completed on time ☐ Yes ☐ No